



## STATE OF CALIFORNIA

BUSINESS, TRANSPORTATION AND HOUSING AGENCY  
**DEPARTMENT OF CORPORATIONS**  
California's Investment and Financing Authority

### NEWS RELEASE

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**Arnold Schwarzenegger, Governor**

**William P. Wood, Commissioner**

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### **California Department of Corporations Unveils Cutting Edge Technology to Streamline Customer Service**

**SACRAMENTO** --- The Department of Corporations today launched a new, state of the art Customer Relationship Management (CRM) system that will automate the Department's business process and provide enhanced customer service to the public.

"This innovative technology sets a new standard in customer service for the Department of Corporations," said Corporations Commissioner William P. Wood. "Through CRM, the Department of Corporations' call center will be able to more efficiently answer and track inquiries or complaints from the public."

Recognizing the potential for technology in government and the ability to move business processes online, the Department of Corporations set out to design and develop an integrated customer relationship management system that replaced a complicated series of applications that made it difficult to provide efficient customer service.

The Department of Corporations was joined by California Chief Information Officer Clark Kelso and Microsoft Vice President Western Region Matt Pease to unveil the new CRM technology that modernizes access to information by providing a single point of contact for both consumers and Department licensees.

"I want to commend the Department of Corporations for bringing this state-of-the-art technology to its operations," said Kelso. "Improving customer service and expanding access to government information are at the top of our agenda for transforming government to make it more responsive to the public's needs. This CRM project sets a model for other departments to follow."

"We are delighted that the Department of Corporation's implementation of Microsoft Corporation's CRM system is on target and on budget," said Microsoft Vice President - Western Region Matt Pease.

CRM technology cost the Department of Corporations less than \$100,000 and the entire program was implemented in less than three months.

The Department of Corporations is California's Investment and Financing Authority, reporting to the Business, Transportation and Housing Agency and the Governor. The Department is responsible for the regulation, enforcement and licensing of securities, franchises, off-exchange commodities, investment and financial services, independent escrows, consumer and commercial finance lending and residential mortgage lending. For further information or to obtain a complaint form, see the Department's Web site at [www.corp.ca.gov](http://www.corp.ca.gov) or call 1-866-ASK-CORP (1-866-275-2677).